

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case: 04-0457

**ORIGINAL**

Regarding a complaint by (Person making the complaint):

STEVEN ZIMDAHL

Against (Utility name):

COMED

As to (Reason for complaint)

FAILING TO START SERVICE, FAILING TO SEND BILLING  
STATEMENTS, FAILING TO CORRECT ADDRESSES OF SERVICE, CORRUPTING PART 4 PRESENT  
SERVICE WITH FRAUDULENT CHARGES, LIEING TO BBB, ILL, AT GEN OF IL (CONT.)  
in FOREST PARK + BERWYN Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2110 HOME BERWYN IL 60402

The service address that I am complaining about is

1301 ELGIN APT 1 EAST FP IL & 2110 HOME BERWYN IL

My home telephone is

[ ] NO PHONE

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(312) 332-2062

COMED IS NOT AUTHORIZED TO CALL

(Full name of utility company)

COMMONWEALTH EDISON ILLINOIS

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

TITLE 83 : SECTION 250.10 , SECTION 280.100 , SECTION 735.70

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

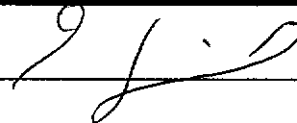
- 1) MAY 20, 2000: PHONE TO START SERVICE @ 1301 ELGIN 1 EAST F.P. IL ON 6/1/00.
- 2) 3/7/01: CERTIFIED LETTER WITH \$50 CHECK ASKING IF I HAD TO PAY FOR SERVICE SINCE COMED FAILED TO SEND BILL FOR NINE MONTHS AFTER COMED SENT PAST SIX YEARS BILLS TO SAME ADDRESS FOR TWO PREVIOUS SERVICES & INFORMED COMED OF NEW SERVICE LOCATION FOR 2ND TIME. NO RESPONSE.
- 3) 8/31/01: RECEIVED FIRST BILL WITH WRONG SERVICE LOCATION, WRONG ADDRESS BY DUMB LUCK. PAID CURRENT BILL & SENT CERTIFIED LETTER WITH CORRECT SERVICE ADDRESS & ASKED WHY COMED CHANGED MY MAILING ADDRESS WITHOUT MY PERMISSION (\$21.02) NO RESPONSE. (CONT.)  
CC BBB

Please clearly state what you want the Commission to do in this case:

MINIMUM: CORRECT MY BILLING STATEMENT TO SHOW ALL BILLING STATEMENTS PAID IN FULL. CORRECT SERVICE LOCATION FOR CORRECT ADDRESS. SEND LETTER OF APOLOGY FOR CORRUPTING MY SERVICE (CONT.)

Date: 7/1/04  
(Month, day, year)

Complainant's Signature



If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

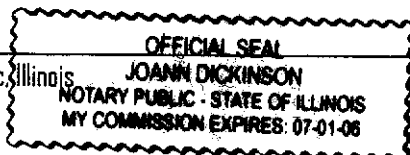
A notary public must witness the completion of this part of the form.

I, JoAnn Dickinson, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) 

Subscribed and sworn/affirmed to before me on (month, day, year) 7-1-04

Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Formal Complaint against Commonwealth Edison  
Continuation of complaint filed 7/1/04

Formal Complaint (continued)

As to (reason for complaint [cont.])

..., destroying billing statements after promising to send via phone calls, threatening my health and well being over the phone, failing to correct life/safety issues, failing to trim trees on property after sending notices causing lines to also be a life/safety issue when I trimmed the trees supporting power lines, embezzling funds designated for power usage, asking for deposit because of embezzlement, & wasting my time trying to force me to drop charges.

Complaints (cont.)

- 3) 3/6/02: received billing statement finally at correct address with wrong service location. Also received final disconnect notice, payment plan choices and a request for deposit. Sent \$100 dollars towards billing statements, which I was promised by ComEd employees on 9/20/01 to soon receive. Sent return letter, cc BBB
- 4) 3/15/02: received activity report instead of billing statements promised which didn't match billing statement received on 8/31/01. Sent return letter, cc BBB
- 5) 4/15/02: received letter from ComEd from C.B. Ellefsen with correct service location shown that turn the matter over to another ComEd employee name Angela Harrell to investigate.
- 6) 4/16/02: received a modified activities report from Angela Harrell with the incorrect service location and addressed to wrong name, but not the actual billing statements promised on 9/20/01 via ComEd's representative on phone.
- 7) 4/22/02-7/22/03: Paid all billing statements in full except amount from billing statements promised but never sent by ComEd which was null and void per title 83, section 735.790 (c) & (g) All billing statements were for a service address that doesn't legally exist and which ComEd had been notified throughout the contract.
- 8) 6/12/02: Wrote the Attorney General of IL because ComEd sent a final disconnect notice because I refused to pay for billing statement that I was promised but never received. Cc BBB & ComEd.
- 9) 7/3/02: Receive letter from Attorney General of IL with ComEd letter, showing the wrong service address and wrong name, stating amount owe including current bill and activity report which was already shown to ComEd to be inaccurate and null and void.
- 10) 7/7/02: Provided current billing statement from ComEd to AttGenIL showing that ComEd's response didn't match the actual billing statement. Cc ComEd
- 11) 7/13/02: Wrote AttGenIL complaining that ComEd sent another final disconnect notice because I refused to pay for billing statement that I was promised but never received. Cc ComEd
- 12) 7/17/02: Wrote Citizens Utility board stating the preceding complaints.
- 13) 7/22/02: Received a letter from BBB stating ComEd has not responded and asked if complaint was resolved. Replied unsettled.
- 14) 7/30/02: Wrote AttGenIL with BBB letter stating ComEd refused to resolve this issue.
- 15) 8/8/02: Receive letter from Attorney General of IL stating that they had exhausted all efforts and stated that I should sue ComEd to resolve this matter. Enclosed was ComEd letter, showing the wrong service address and wrong name, stating amount owe including current bill, which conflicted with the current billing statement.
- 16) 10/29/02: received letter from ComEd from C.B. Ellefsen that turn the matter over to another ComEd employee name Ms. Houston to investigate.
- 17) 11/6/02: received letter from Daisy Houston apologizing for sending my billing statements to the wrong address, stating that only the last two billing statements

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- were kept on their system, and providing duplicate billing statements for 6/1/00-3/29/02 which didn't show the full information and were most likely produced off of the activity report that had previously been shown to be inaccurate.
- 18) 11/18/02: received a letter from Barb Lankford, ICC, stating that ComEd had resolved or satisfactorily explained my account. I wrote her and CC ComEd thanking them and asked if the amount that I had overpaid ComEd would be refunded or credited to my account for the billing statement promised but never furnished by ComEd and which were prepaid under those conditions. I never received a response by ICC or ComEd.
- 19) 4/18/03: Wrote AttGenIL complaining that ComEd sent another final disconnect notice because I refused to pay for billing statement that I was promised but never received. Cc ComEd
- 20) 5/03: Wrote Citizens Utility Board complaining that ComEd sent another final disconnect notice because I refused to pay for billing statement that I was promised but never received. Cc ComEd
- 21) 5/21/03 billing statement: Paid current bill for service at non-existence address and thanked ComEd for correcting and acknowledging that this account has been paid in full.
- 22) 5/30/03: signed up for Nicor and ComEd new service at 2110 Home, Berwyn, IL 60402 via the internet.
- 23) 6/2/03: sent letter to Citizens Utility Board stating that ComEd had lied to BBB, ICC and AttGenIL and informed them that I needed this corrected because I was terminating my contract at 1301 Elgin Apt 1 East at the end of June and I didn't want ComEd to corrupt my new service as the had with this service. Provided copy of 4/11/03 bill with check sent with bill to ComEd that stated, "Signature acknowledges that you have corrected this account as stated to the attorney general & BBB as paid in full". Cc ComEd
- 24) 7/14/03: received a letter from Franklin Johnson, ICC, with my name misspelled stating that ComEd had resolved or satisfactorily explained my account.
- 25) 7/17/03: Paid final billing statement except amount from billing statements promised but never sent by ComEd which was null and void per title 83, section 735.790 (c) & (g). Billing statement was for a service address that doesn't legally exist and which ComEd had been notified throughout the contract. Service at 1301 Elgin apt 1 east was read 6/30/03 on the exact date which I informed ComEd and CUB that I was terminating the contract. Check was sent that stated along with letter, " endorsement signifies bill paid in full per BBB, ICC, Attorney General and CUB. ComEd acknowledges destroying billing statements after request were made multiple times."
- 26) 7/28/03: ComEd states that I failed to initiate new service. I respond by providing them the Internet confirmation transaction number provided when I informed ComEd of the new service on 5/30/03. (Nicor had already sent a billing statement, which I paid in full.) cc ICC
- 27) 8/6/03: Angela Harrell asked me to call her concerning my complaint to the ICC concerning ComEd failure to initiate service. Address on letter doesn't actually exist.
- 28) 8/14/03: Angela Harrell acknowledges that my service at 1301 Elgin Unit 1 F, which doesn't actual exist, was never turned off and requested that I pay for that address. She also asked if my new account should be billed at my old address or the address provided with my Internet sign-up. I wrote back and informed her that ComEd had closed my previous account at 1301 Elgin Apt. 1 East and that my current account is totally separate from my previous account because I didn't want ComEd to corrupt it as they had confirmed with my previous account. Since my previous account was closed as verified by ComEd she should either take me to court were I could prove their ineptitude or correct their computer as they had previously stated to the ICC, BBB, AttGenIL, and me.
- 29) 8/28/03: received my first billing statement for my new account at the wrong address with service provided for an address that doesn't actually exist. I paid the billing in full and informed Angela Harrell of the correct address, the fact that my billing statement account number didn't match the number provided by her, and that the tamper proof

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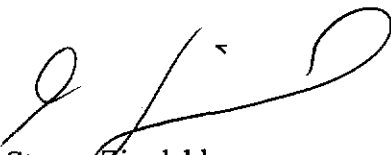
- lock was missing from my meter. Angela Harrell corrected my account number only. Cc ICC
- 30) 10/1/03: sent letter to Angela Harrell asking why an erroneous amount of \$204.07 was placed on my current billing statement and informed her that if this wasn't removed that I would charge a surcharge of \$1.50 for correcting the statement and suggested that an account be set up for the ComEd employees to learn scruples. Cc ICC
- 31) 10/30/03: sent letter to Angela Harrell with current billing statement showing that the erroneous amount was not removed on my current billing statement, corrected the billing statement, sent the full payment with \$1.50 shown on that billing statement to be applied to the "ComEd employees to learn scruples fund". Cc ICC
- 32) 11/17/03: sent corrected billing statement as previous.
- 33) 11/21/03: received billing statement for service address that doesn't exist (every billing statement so far) and noticed that ComEd was not applying my payment to my current account and double billing me claiming that I was not paying.
- 34) 11/28/03: sent letter to Daisy Houston ICC stating that ComEd corrupted my new service as predicted and with the 11/21/03 started double billing me. Cc ComEd, AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB
- 35) Corrected 11/21/03 billing statement showing the double billing and paid current billing statement in full, as previous from 4/22/02 for power usage actually billed. Informed ComEd that if they didn't correct this situation and provided a check for the full current payment that stated: **"MY PAYMENT IS TO BE USED SOLEY FOR THE POWER USAGE AT 2110 HOME, BERWYN IL 60402 FROM JUNE 7 2003 UNTIL I INFORM COMED OTHERWISE. IF COMED USES THESE FUNDS FOR ANY OTHER PURPOSE THAN THIS, COMED AGREES TO PAY EVERY COMED'S CUSTOMERS BILLING STATEMENT UNTIL THE YEAR 2110!"** Cc AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB
- 36) ComEd cashed my check and did not apply it to my current billing statement or my correct service address thereby ratifying the implied contract.
- 37) 1/5/04-6/29/04: Sent Donation for match amount of power usage, which ComEd agreed to pay, to ComEd Employees "to learn scruples fund". ComEd has failed to pay and has violated their contractual agreement and has embezzled all funds provided and claim that my account is delinquent.
- 38) 2/24/04: received letter stating from BBB stating that Ramona Lampkin, ComEd had resolved my previous account and that all my billing statement were actually provided. My current address was listed as an address that doesn't actually exist. I informed BBB that the problem was unsettled.
- 39) 3/19/04: received letter from Franklin Johnson, ICC, with correct name spelling stating that ComEd had resolved or satisfactorily explained my account.
- 40) 5/2/04: Wrote IL Governor asking for an investigation into the ICC for failing to revoke ComEd's Charter for previous wrong doings documented to the ICC. Cc AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB, FOX
- 41) 5/16-5/31/04: received (3) letters from John Parise, Senior Administrator, Regulatory Strategies, ComEd addressing complaint to ILGov. First letter confirmed that ComEd's records didn't match billing statements, second letter ask what ComEd needed to do, third letter stated that he didn't have the authority to address the situation in the first place and was forward to the ICC stating that I didn't want to resolve this problem which was totally concocted by ComEd in the first place as shown. I finally sent him a bill for wasting my time. That bill has not been paid. Cc ICC, ILGov, AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB, FOX
- 42) 5/25/04: received a final disconnect notice from ComEd for failing to pay my bill which I have paid in full for over twenty years, on and off, while I had the service (even the

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- past two accounts which were providing services to addresses that never actually existed and for which ComEd had been notified a multitude of times but refused to correct.)
- 43) 6/9/04: received a letter from Michael Gibson ICC stating that a formal complaint package would be sent.
  - 44) 6/30/04: received billing statement for service provided at address that doesn't actually exist with a line item thanking me for my payment of \$26.68 sent on 5/26 towards the ComEd employees "to learn scruples fund" thereby acknowledging that ComEd is still embezzling my donations and not abiding to our legal contract. (see line item 35)
  - 45) 7/1/04: sent Formal Complaint. Cc ICC, ILGov, AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB, FOX
  - 46) Other items not to date scanned include: a) transcript of taped phone call in which ComEd stated that they had the right to record the phone call but refused to give me the same right, b) original letter from ComEd, Oakbrook, which misspelled my name and had Oakbrook misspelled on their letter head, c) ComEd employees letters stating that residential billings are kept 3 months or 2 months before being purged from the system and that commercial billings are kept indefinitely, etc.

Please clearly state what you want the Commission to do in this case (cont.):

... refund amount overpaid for billing statements promised but never sent because they were purged from their system ignoring all letters for same, maximum: in addition to minimum, pay ever ComEd customer's billing statement until 2110 per contract ratified by ComEd, revoke ComEd's charter, present a formal apology to me televised on all channels, refund all monies paid for the past two services billed and provided at addresses that physically do not exist and for which the correct addresses were provided to ComEd who refused to correct their admitted erroneous records, pay the bill sent to John Parise for wasting my time and the late fees stated in the billing statement.



Steven Zimdahl  
2110 Home  
Berwyn IL 60402

Cc ICC, ILGov, AttGenIL, BBB, NBC, ABC, CBS, Chicago Tribune, Chicago Suntimes, CUB, FOX